# SAP Questions from Trainings

| Question from Training | Answer/Response |
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| **1. Refunds-P-Card**<br>**-An item was purchased and then returned.**<br>**a. When you get the money in a refund how do you see how the refund was applied?**<br>**b. What do you do to validate it if you don't have money in to validate it all?** | a. Anything done on the p-card will send workflow-after a few days a workflow comes up after you have returned the item and received the refund. Then you treat the workflow as though it is a purchase, but you check the refund box to identify that transaction is a refund.<br>b.If there is no money when time to do validation-you do a BT and get it in to the account the purchase is to be charged to. Money should not be spent if there is no money to cover the cost before items are purchased. |
| **2. Can a storeroom order/Goods Issue be pulled to see what is on back order?** | No-if the item you are trying to order is not in the storeroom, the GI cannot be completed and the item will need to be removed from the order. Some bookkeepers will continue to try and order the item every couple of days or so to see if the GI will run through. If the item is not in stock after a week or so, then call David in the storeroom to see if and when it may come in. |
| **3. Can someone print out what is actually being shipped from a storeroom order?** | Since #2 will not allow you to order what is not in stock-whatever you have ordered will be forthcoming. |
| **4. If a person is responsible for doing releases how do they know what type of release they are?** | When the person who has created the PR and it is ready for the 01 release, they are supposed to notify who will get the PR for the release so they know to do it. There is no work flow for the 01 release-the 01 release is for the department head or principal. After the 01 release has been done, THEN the PR enters the workflow and will process in order of releases creating a workflow to the next person responsible for the release. However, it is incumbent on the creator of the PR to notify the person responsible for the 01 release. |
| **5. Can you set-up defaults for large orders? PR's/Goods Issues** | There is an Adopt feature in SAP that will allow you to duplicate a PR to be used again. However, it would require that the PR is printed and kept for future reference to use using the Adopt feature. |
| **6. When dealing with internal versus DCPS accounts.- Are there specifics for what can be used from each? Like using Bulls Bay, which account: internal or DCPS funds?** | There are criteria for which funds can be used, but that is a question for the budget analyst assigned to the school. |
| **7. Budget Transfer- Where will the completed BT post? For example, if the District made a transfer.** | Depends on the Fund Center/Functional Area/Commitment Item combinations for both the sender and receiver. |

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| **8. Point of Contact-Submitting PR's. Where would one get specifications not in the normal scope for assigning/selecting vendors? (For example, a school needs to have excavation work done. How would the PR creator know exactly what detail must be in the description?- Like making sure rocks, sand, etc. are included.)** | From Cliff Crawford who is a Foreman in maintenance. First, this would be a work order, not a PR. He said that it would depend on the work to be done. For example – if it is putting in drainage, it likely would be the utility department. If it is for clearing like yard work, then landscaping would do it. So that has to be determined first. |
| **9. Open HR-Do we have additional information on how to use it?** | No additional instructions. Refer to Staffing Supervisor. |